# Full Service Performance Metrics

1/26/2016

- **System Availability Metrics**
  - 8 week trend
  - KPIs requested by the work group

- **Performance Metrics - Full Mailing Life Cycle**
  - eDoc processing
  - MicroStrategy Reports
  - Full Service Feedback timing

- **Appendix**
  - Detailed Performance Metrics

Percentage of actual uptime relative to the total planned uptime.


PostalOne! - 8 Week Trend
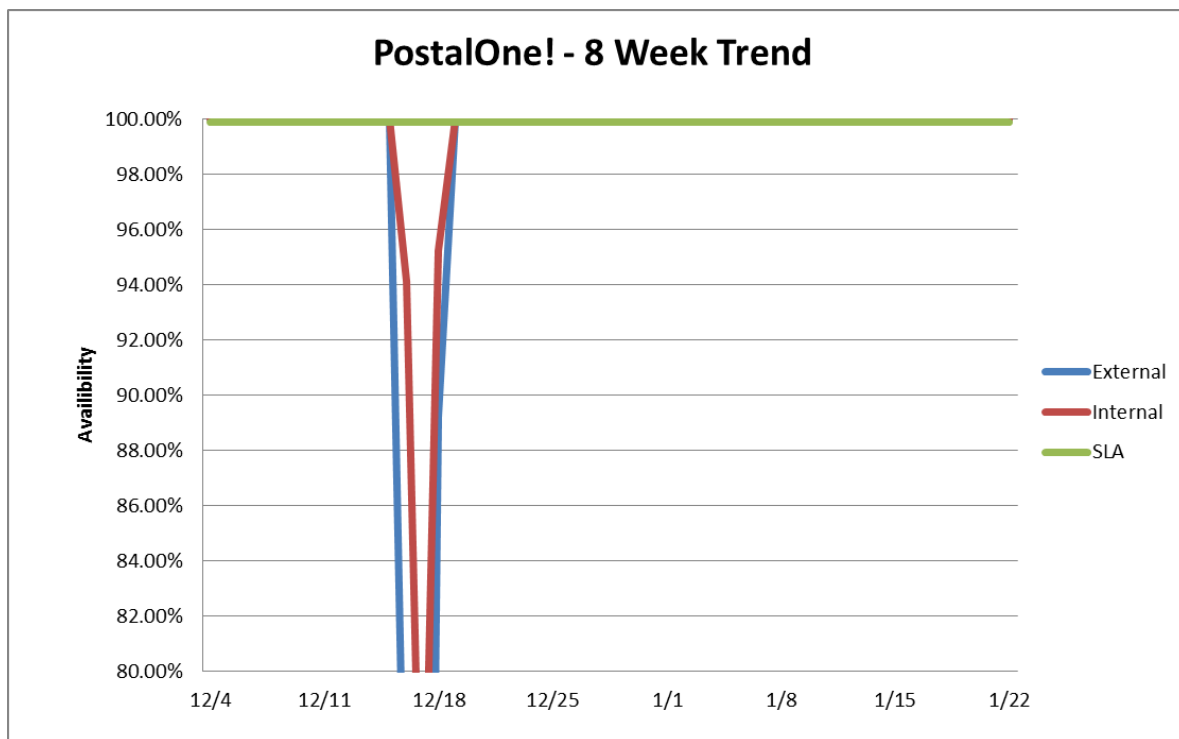
- PO! had an availability issue on December 16th from 4:45 pm ct. until December 17th 12:31 am ct. PostalOne identified a problem with database availability which has been attributed to a rollback batch job processing too long. Attempts to stop the rollback job were unsuccessful. The support team worked with DMS to completely shut down and restart the database servers. The app servers were brought down and the database team cleared up a few sessions before restarting the apps. Database team was able to restart 3 of the 4 oracle instances.   The PostalOne! application team, working with DMS and ORACLE engineers, continue to troubleshoot the ORACLE database issue impacting mail.dat/mail.xml job processing. Data continues to be provided to the ORACLE team whose Development Team is looking into a possible patch for the issues captured in ORACLE SR 3-11878296574 (and SR 3-11878162211). There is no anticipated restoral time at present but one will be provided once determined.
- PO! had an availability issue on December 17th from 9:33 am ct. until December 18th 7:30 am ct. PostalOne identified a problem with database availability which has been attributed to a rollback batch job processing too long.

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Mean-Time Between Failure
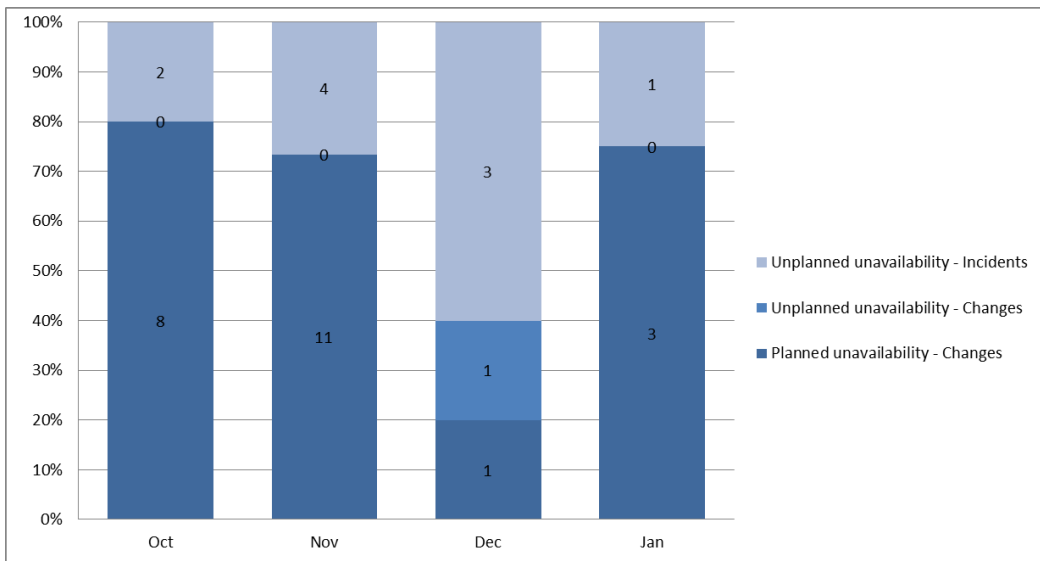
Outages / Availability:

- **% of outage due to changes (planned unavailability)** Percentage of outage (unavailability) due to implementation of planned changes, relative to the service hours.

- **% of unplanned outage/unavailability due to changes** Percentage of unplanned outage (unavailability) due to the implementation of changes into the infrastructure. Unplanned means that the outage (or part of the outage) was not planned before implementation of the change.

- **% of outage due to incidents (unplanned unavailability)** Percentage of outage (unavailability) due to incidents in the IT environment, relative to the service hours.

- **Mean-time between failure (MTBF)** The average time between critical incidents over a given period, i.e. the average time the application will function before failing.

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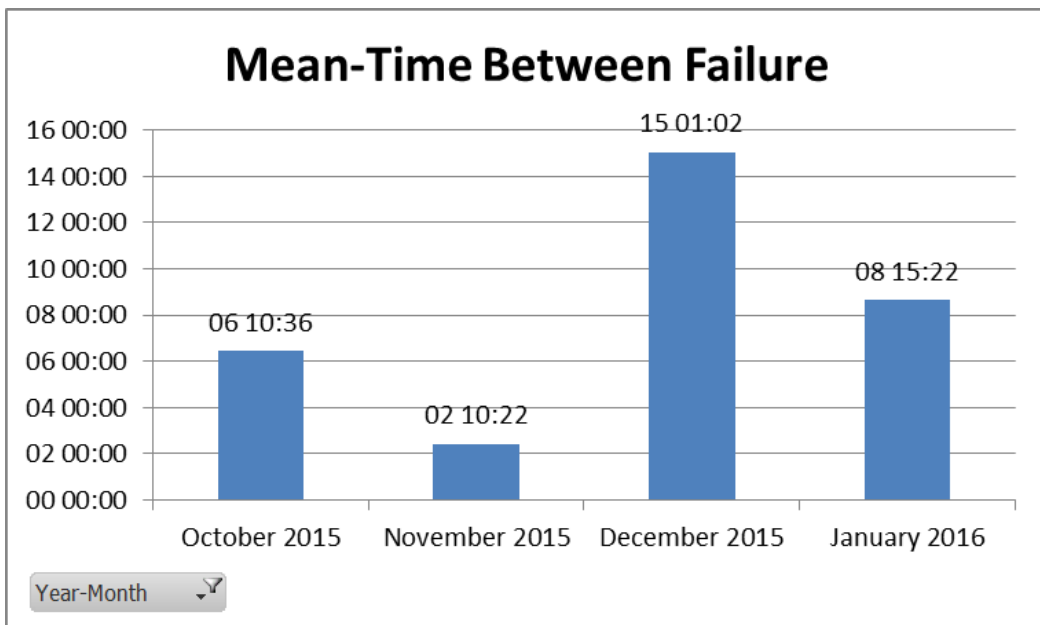
Mail.dat eDoc First Class Postage Statement Processing Time

Week ending 01/24/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	100.00%	100.00%	100.00%	100.00%	42.86%
Total Job Count	27855	768	90	18	7
Jobs Not Meeting SLA	0	0	0	0	4
PS Generation Average Time (HH:MM:SS)	0:01:37	0:03:20	0:19:46	1:22:42	2:06:25
PS Generation Min Time (HH:MM:SS)	0:00:01	0:01:07	0:04:29	0:47:53	1:44:16
PS Generation Max Time (HH:MM:SS)	1:01:41	0:23:21	1:01:32	1:53:43	2:50:31

Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.

Mail.dat eDoc Periodicals Postage Statement Processing Time

Week ending 01/24/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	100.00%	100.00%	100.00%	-	-
Total Job Count	3755	119	12	0	0
Jobs Not Meeting SLA	0	0	0	0	0
PS Generation Average Time (HH:MM:SS)	0:02:20	0:05:07	0:11:31	0:00:00	0:00:00
PS Generation Min Time (HH:MM:SS)	0:00:38	0:01:08	0:04:10	0:00:00	0:00:00
PS Generation Max Time (HH:MM:SS)	0:58:55	0:40:57	0:32:55	0:00:00	0:00:00

Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.

Mail.dat eDoc Standard Mail Postage Statement Processing Time

Week ending 01/24/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	100.00%	100.00%	100.00%	100.00%	0.00%
Total Job Count	26444	1028	200	13	1
Jobs Not Meeting SLA	0	0	0	0	1
PS Generation Average Time (HH:MM:SS)	0:02:19	0:05:12	0:18:45	0:53:09	2:00:57
PS Generation Min Time (HH:MM:SS)	0:00:00	0:00:48	0:03:34	0:21:02	2:00:57
PS Generation Max Time (HH:MM:SS)	2:07:19	1:01:24	1:08:02	1:40:43	2:00:57

Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.

Mail.dat eDoc Package Services Postage Statement Processing Time

Week ending 01/24/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	100.00%	100.00%	100.00%	-	-
Total Job Count	616	14	1	0	0
Jobs Not Meeting SLA	0	0	0	0	0
PS Generation Average Time (HH:MM:SS)	0:01:23	0:09:16	0:04:58	0:00:00	0:00:00
PS Generation Min Time (HH:MM:SS)	0:00:00	0:02:04	0:04:58	0:00:00	0:00:00
PS Generation Max Time (HH:MM:SS)	0:08:58	0:34:12	0:04:58	0:00:00	0:00:00

Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.

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Mail.dat eDoc Mixed Class Postage Statement Processing Time

Week ending 01/24/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	100.00%	100.00%	100.00%	100.00%	66.67%
Total Job Count	2635	258	60	8	3
Jobs Not Meeting SLA	0	0	0	0	1
PS Generation Average Time (HH:MM:SS)	0:01:34	0:04:10	0:16:45	0:42:51	1:47:34
PS Generation Min Time (HH:MM:SS)	0:00:37	0:01:10	0:04:11	0:21:06	1:23:02
PS Generation Max Time (HH:MM:SS)	0:58:56	0:22:41	1:07:35	1:04:03	2:11:08

Mail.dat End to End Processing Time *includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.*
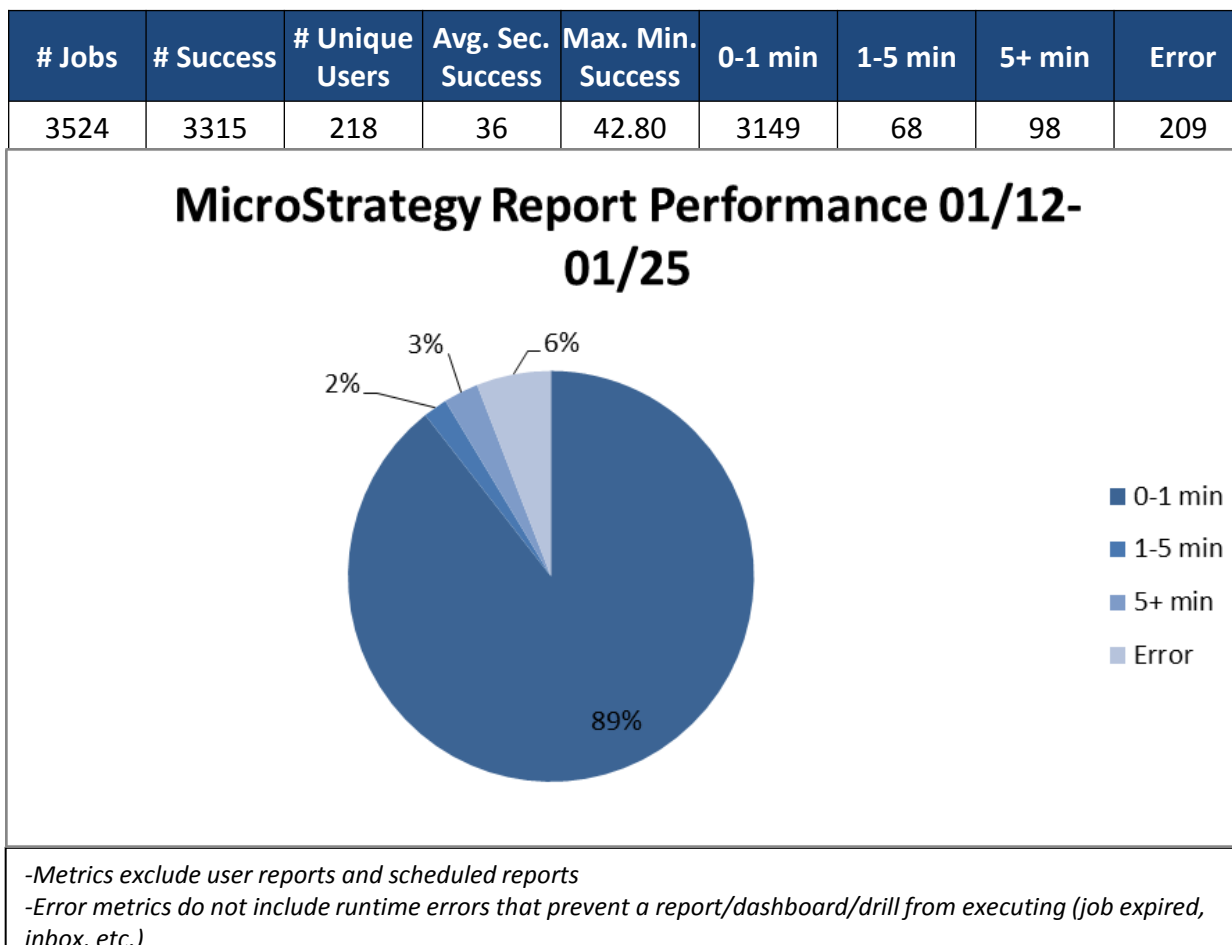
Mail.xml eDoc End-to-End Processing Time

Week ending 01/24/2016	Qualification Report Summary	Qualification Report Detail	Mail Piece	Postage Statement	Periodical Statement
SLA	Under 30 seconds	Under 4 minutes	Under 2 minutes	Under 3 minutes	Under 1 minute
% of Messages that met SLA	99.46%	99.87%	84.71%	99.31%	97.51%
Total Message Count	9,286	9,941	11,619	7,720	1,244
Messages Not Meeting SLA	50	13	1776	53	31
Average E2E Processing Time (HH:MM:SS)	0:00:54	0:00:11	0:03:56	0:00:22	0:00:25
Min E2E Processing Time (HH:MM:SS)	0:00:20	0:00:23	0:01:48	0:00:11	0:00:11
Max E2E Processing Time (HH:MM:SS)	6:48:15	0:11:34	9:44:38	0:30:11	0:07:02

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# Jobs	# Success	# Unique Users	Avg. Sec. Success	Max. Min. Success	0-1 min	1-5 min	5+ min	Error
3524	3315	218	36	42.80	3149	68	98	209

MicroStrategy Report Performance 01/12-01/25

Legend:
- 0-1 min
- 1-5 min
- 5+ min
- Error

Pie chart values: 89%, 6%, 3%, 2%

-Metrics exclude user reports and scheduled reports
-Error metrics do not include runtime errors that prevent a report/dashboard/drill from executing (job expired, inbox, etc.)

To run reports more efficiently, users can:

- Create report subscriptions with scheduled run times – to avoid waiting for the report to run
- Recently run reports can be re-run quickly (without re-prompting) from Report History
- Select smaller data ranges
- Select specific CRIDs

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# Jobs	# Success	# Unique Users	Avg. Sec. Success	Max. Min. Success	0-1 min	1-5 min	5+ min	Error
4142	4081	820	17	59.68	3996	55	30	61

MicroStrategy Dashboard Performance
01/12- 01/25

-Metrics exclude user reports and scheduled reports
-Error metrics do not include runtime errors that prevent a report/dashboard/drill from executing (job expired, inbox, etc.)
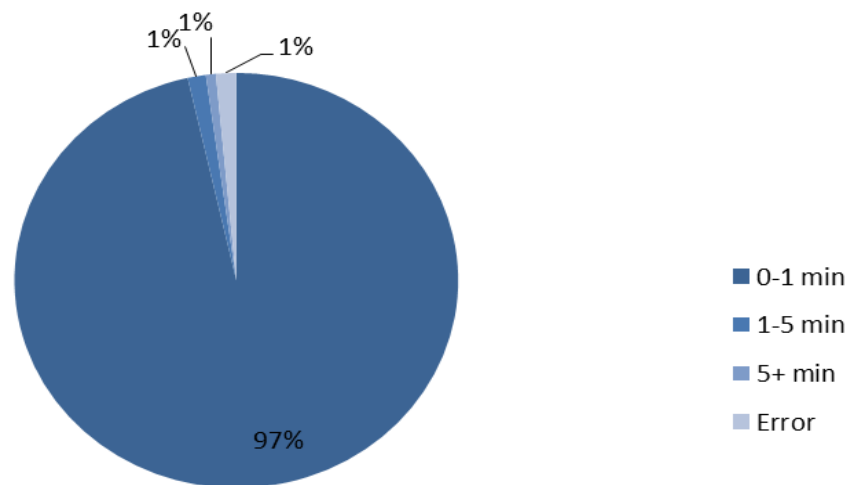
To run reports more efficiently, users can:

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- Recently run reports can be re-run quickly (without re-prompting) from Report History
- Select smaller data ranges
- Select specific CRIDs

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Report Category	Report Name	# Jobs	% Total	# Unique Users	# Success	Success Rate	Avg. Sec. Success	Max Sec. Success	# Success 0-1 min	% Success 0-1 min	# Success 1-5 min	% Success 1-5 min	# Success 5+ min	% Success 5+ min
Mailer Scorecard	Mailer Scorecard	2821	36.80%	616	2816	99.82%	12	279	2790	98.90%	26	0.92%	0	0.00%
Mailer Scorecard	Mailer Owner Scorecard	1182	15.42%	395	1180	99.83%	5	149	1177	99.58%	3	0.25%	0	0.00%
Mailer Scorecard	Mailer Scorecard Export	1074	14.01%	93	1074	100.00%	5	98	1072	99.81%	2	0.19%	0	0.00%
Mailer Scorecard	Mail Owner Scorecard Export	574	7.49%	56	574	100.00%	2	9	574	100.00%	0	0.00%	0	0.00%
Mail Preparation Quality	Address Quality Report	169	2.20%	15	169	100.00%	13	111	162	95.86%	7	4.14%	0	0.00%
Mail Quality	Mail Quality Error Type Report (eDoc Submitter)	167	2.18%	14	167	100.00%	12	74	163	97.60%	4	2.40%	0	0.00%
	Postage Assessment Summary Report (eDoc Submitter) - Informational Only	122	1.59%	13	122	100.00%	36	96	101	82.79%	21	17.21%	0	0.00%
Mail Quality	Full-Service Percentage by Permit Report	104	1.36%	14	104	100.00%	8	34	104	100.00%	0	0.00%	0	0.00%
eMIR	Aggregate Report	100	1.30%	4	100	100.00%	7	26	100	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Error Type Report (Mail Owner & Preparer)	99	1.29%	11	99	100.00%	35	295	82	82.83%	17	17.17%	0	0.00%
Mail Quality	Undocumented Summary Report	82	1.07%	13	82	100.00%	83	727	66	80.49%	6	7.32%	10	12.20%
Mail Quality	Undocumented Detailed Report	64	0.83%	9	64	100.00%	15	108	60	93.75%	4	6.25%	0	0.00%
Mail Quality	Mailing Data Quality Error Type Report	59	0.77%	6	0	0.00%			0	0.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Summary Report (eDoc Submitter)	54	0.70%	2	54	100.00%	717	2568	24	44.44%	0	0.00%	30	55.56%
eInduction	eInduction Mailer Summary Report	50	0.65%	8	50	100.00%	8	25	50	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Job Error Type Report (eDoc Submitter)	50	0.65%	5	50	100.00%	8	40	50	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Container Status Report	48	0.63%	4	48	100.00%	14	25	48	100.00%	0	0.00%	0	0.00%
Mail Quality	Undocumented Report by Scan Facility	46	0.60%	9	46	100.00%	2	20	46	100.00%	0	0.00%	0	0.00%
Mail Quality	Undocumented Bookend Report (External)	42	0.55%	15	42	100.00%	9	22	42	100.00%	0	0.00%	0	0.00%
Mail Preparation Quality	Mail Acceptance Verification Report (Mail Owner)	40	0.52%	11	22	55.00%	495	3581	19	47.50%	0	0.00%	3	7.50%
Mail Quality	Seamless Acceptance Job Exception Report (eDoc Submitter)	34	0.44%	5	34	100.00%	9	24	34	100.00%	0	0.00%	0	0.00%
STC	STC Detail Report by Entry Facility	34	0.44%	3	34	100.00%	10	64	33	97.06%	1	2.94%	0	0.00%
	Error Verification Report	32	0.42%	2	0	0.00%			0	0.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Monthly Trending Report (Mail Owner and Preparer)	30	0.39%	4	30	100.00%	102	771	24	80.00%	0	0.00%	6	20.00%
Mail Preparation Quality	Trend Analysis	28	0.37%	3	28	100.00%	718	1341	0	0.00%	0	0.00%	28	100.00%
Mail Quality	Mail Quality Dashboard (eDoc Submitter)	28	0.37%	2	28	100.00%	171	545	2	7.14%	23	82.14%	3	10.71%
Mail Quality	Mail Quality Error Type Report (Mail Preparer)	27	0.35%	2	0	0.00%			0	0.00%	0	0.00%	0	0.00%
Mail Preparation Quality	Mail Acceptance Verification Report (Mail Preparer)	27	0.35%	10	27	100.00%	593	1677	0	0.00%	3	11.11%	24	88.89%
General/Help	User Guides	26	0.34%	8	26	100.00%	0	2	26	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Facility Report	26	0.34%	2	26	100.00%	7	12	26	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Report	24	0.31%	1	24	100.00%	42	57	24	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Summary Report (Mail Preparer)	24	0.31%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Error Type Report (Mail Owner)	24	0.31%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
Mail Quality	Barcode Scan Rate (eDoc Submitter)	24	0.31%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
eMIR	Problem Type Distribution Report	24	0.31%	1	24	100.00%	11	17	24	100.00%	0	0.00%	0	0.00%
	Mail Exception Bulletin Board	24	0.31%	1	24	100.00%	956	1606	0	0.00%	0	0.00%	24	100.00%

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Report Category	Report Name	# Jobs	% Total	# Unique Users	# Success	Success Rate	Avg. Sec. Success	Max Sec. Success	# Success 0-1 min	% Success 0-1 min	# Success 1-5 min	% Success 1-5 min	# Success 5+ min	% Success 5+ min
eMIR	Date Distribution Report	24	0.31%	1	24	100.00%	7	12	24	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Job Error Type Report (Mail Owner & Preparer)	23	0.30%	6	23	100.00%	30	299	21	91.30%	2	8.70%	0	0.00%
Mail Quality	Mail Preparation and Data Quality Dashboard	18	0.23%	3	0	0.00%			0	0.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Dashboard (Mail Preparer)	18	0.23%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Detailed Error Report (eDoc Submitter)	17	0.22%	8	15	88.24%	16	35	15	88.24%	0	0.00%	0	0.00%
	Postage and Volume Summary Report	14	0.18%	1	14	100.00%	23	69	10	71.43%	4	28.57%	0	0.00%
Mail Quality	Mail Quality Detailed Error Report (eDoc Submitter)	14	0.18%	4	14	100.00%	9	14	14	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Job Error Type Report (eDoc Submitter)	12	0.16%	4	12	100.00%	6	13	12	100.00%	0	0.00%	0	0.00%
	IMBA Transaction Report - EXT	12	0.16%	3	12	100.00%	1	2	12	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Detailed Error Report (Mail Owner & Preparer)	10	0.13%	2	10	100.00%	21	60	10	100.00%	0	0.00%	0	0.00%
	Postage Assessment Job Report - Informational Only	10	0.13%	4	10	100.00%	11	14	10	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Monthly Trending Report (eDoc Submitter)	10	0.13%	5	10	100.00%	6	9	10	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Detailed Error Report (Mail Owner & Preparer)	9	0.12%	4	9	100.00%	13	51	9	100.00%	0	0.00%	0	0.00%
STC	STC Yield Reporting Dashboard	8	0.10%	5	8	100.00%	7	25	8	100.00%	0	0.00%	0	0.00%
STC	STC Mailing Group Drill Report	8	0.10%	2	8	100.00%	2	3	8	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Error Type Report (eDoc Submitter)	8	0.10%	1	8	100.00%	2	2	8	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Job Summary Report (External)	6	0.08%	3	6	100.00%	0	0	6	100.00%	0	0.00%	0	0.00%
	MID Usage Report	6	0.08%	3	6	100.00%	2	3	6	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Container Status Report (External)	6	0.08%	2	6	100.00%	8	9	6	100.00%	0	0.00%	0	0.00%
	Postage Statement Details	6	0.08%	1	6	100.00%	4	8	6	100.00%	0	0.00%	0	0.00%
General/Help	Error Code and Description Guide	5	0.07%	2	5	100.00%	1	2	5	100.00%	0	0.00%	0	0.00%
Mail Quality	Mailing Data Quality Summary Report	5	0.07%	2	0	0.00%			0	0.00%	0	0.00%	0	0.00%
Mail Quality	Seamless Acceptance Summary Report (eDoc Submitter)	4	0.05%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Detailed Error Report (eDoc Submitter)	4	0.05%	1	4	100.00%	11	12	4	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Job Error Type Report (eDoc Submitter)	4	0.05%	1	4	100.00%	2	2	4	100.00%	0	0.00%	0	0.00%
Mail Quality	Full Service eDoc Verification Invoice Report	2	0.03%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
eMIR	List of Issues Report	2	0.03%	1	2	100.00%	8	8	2	100.00%	0	0.00%	0	0.00%
Mail Quality	Seamless Acceptance Error Type Report (Mail Preparer)	2	0.03%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
STC	STC Container Level Drill	2	0.03%	1	2	100.00%	2	2	2	100.00%	0	0.00%	0	0.00%
eMIR	Container Type Distribution Report	2	0.03%	1	2	100.00%	0	0	2	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Job Error Type Report (eDoc Submitter)	2	0.03%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
STC	STC Detail Report by eDoc Submitter	2	0.03%	1	2	100.00%	1	1	2	100.00%	0	0.00%	0	0.00%
Mail Quality	Seamless Acceptance Summary Report (Mail Preparer)	2	0.03%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
STC	STC Detail Report by Exclusion Reason	2	0.03%	1	2	100.00%	1	1	2	100.00%	0	0.00%	0	0.00%
	Postage Statement Line Level Details - Internal	2	0.03%	1	2	100.00%	6	6	2	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Mailer Exception Report	2	0.03%	1	2	100.00%	1	1	2	100.00%	0	0.00%	0	0.00%
Total		7666												
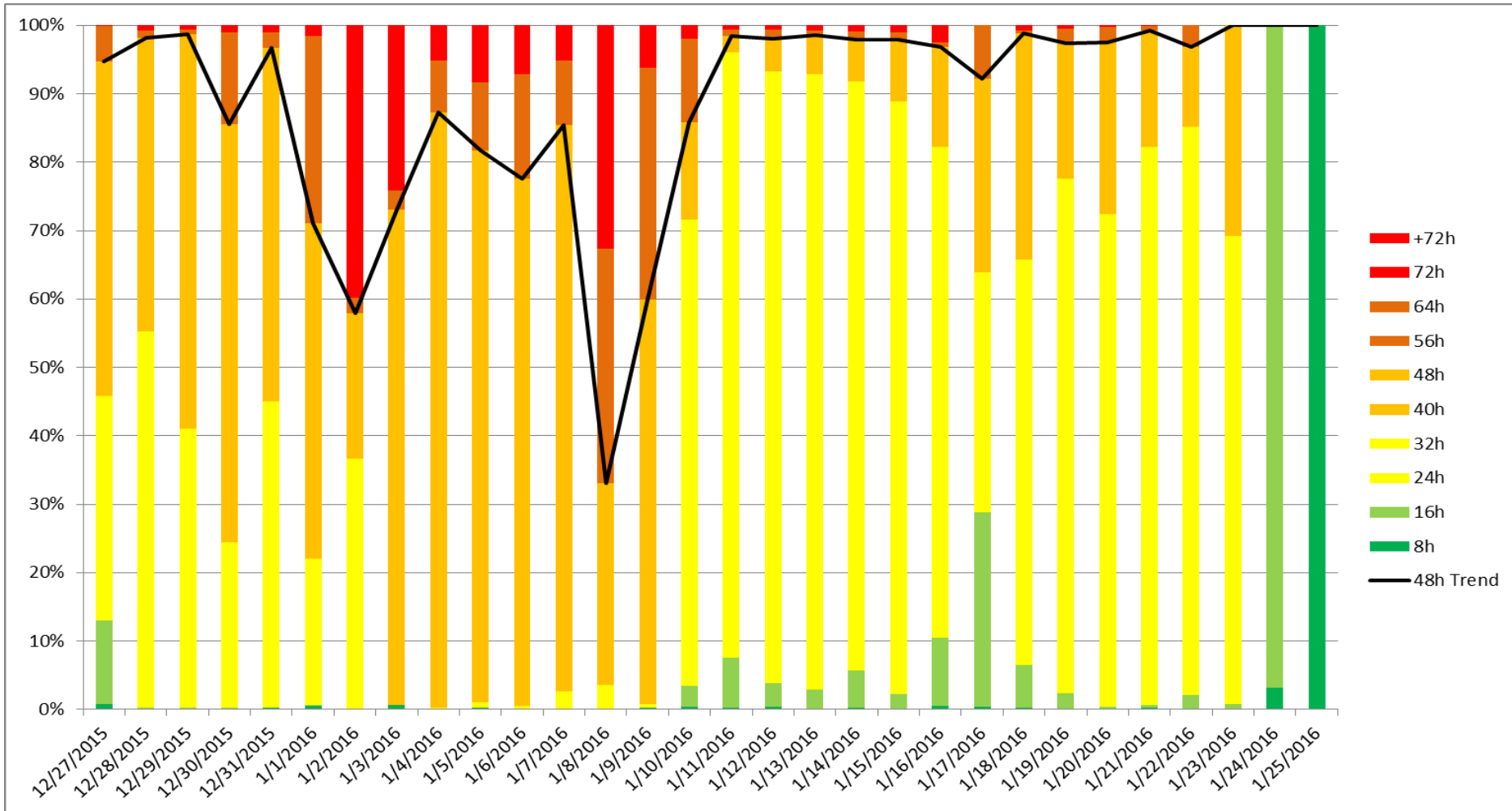
- INC000001025266 - MDQ did not meet the 48h SLA from 1/1 - 1/10 due to unique constraint errors
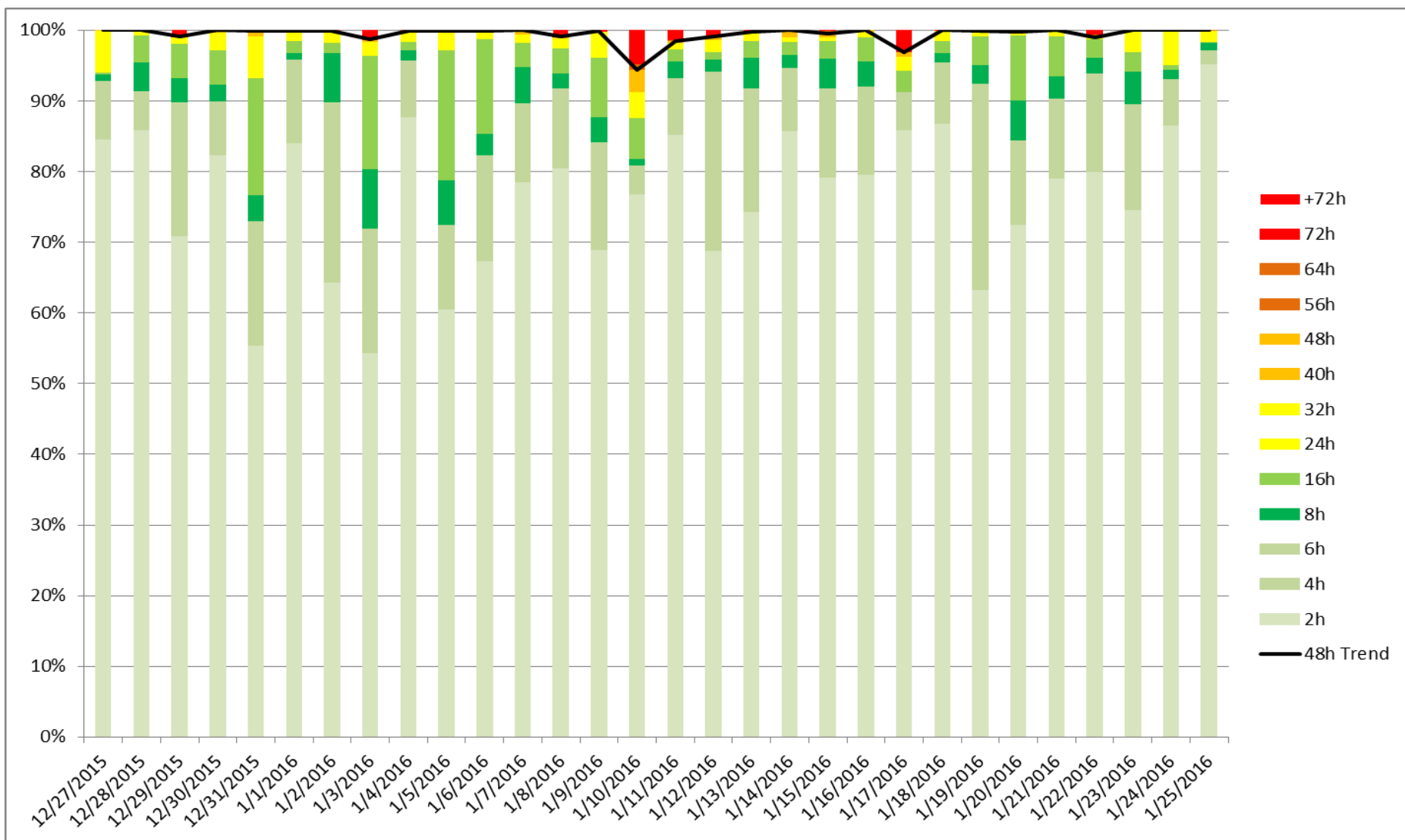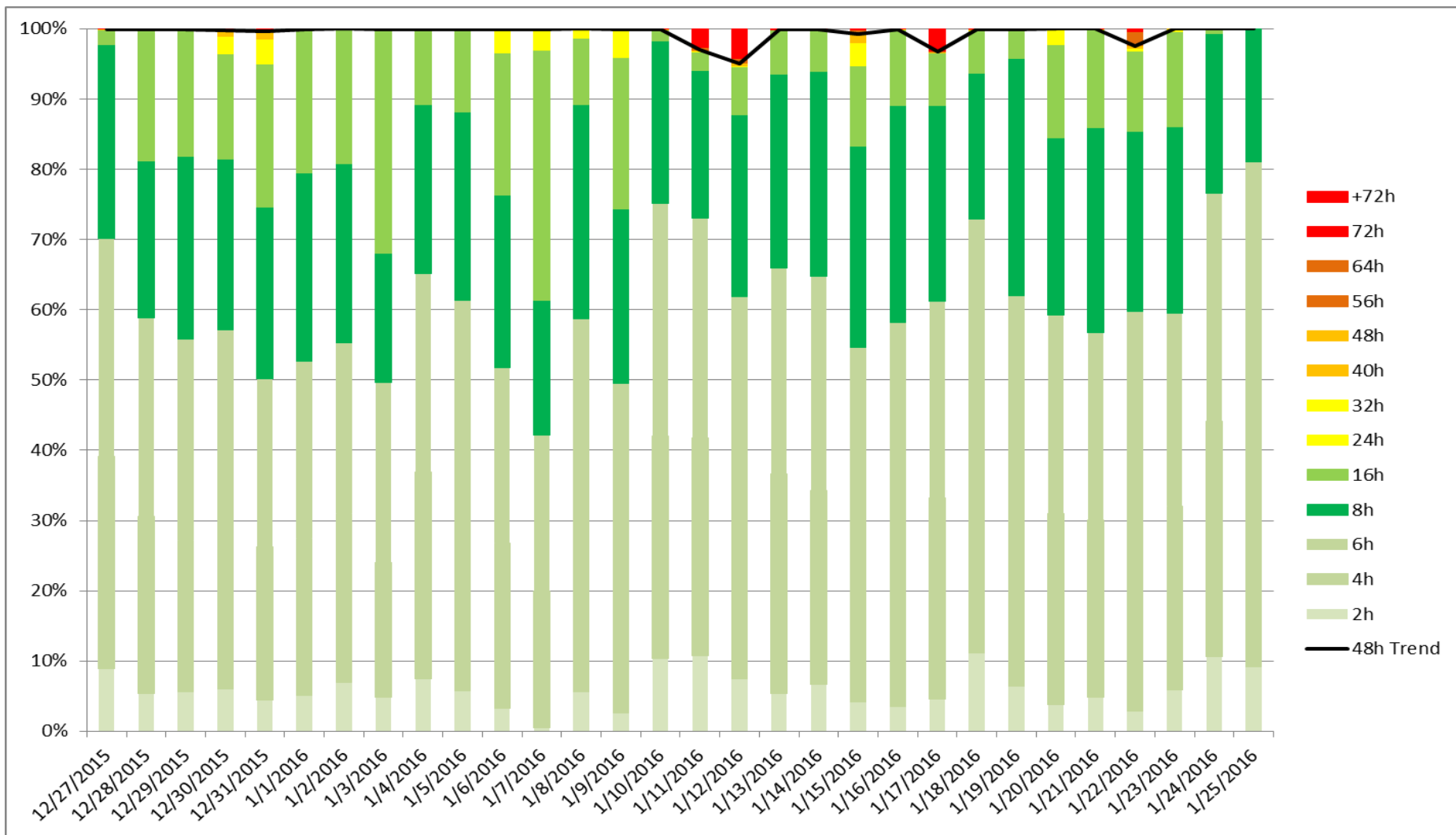
APPENDIX

Detailed Performance Metrics

Average End-to-End Time by Job Record Count
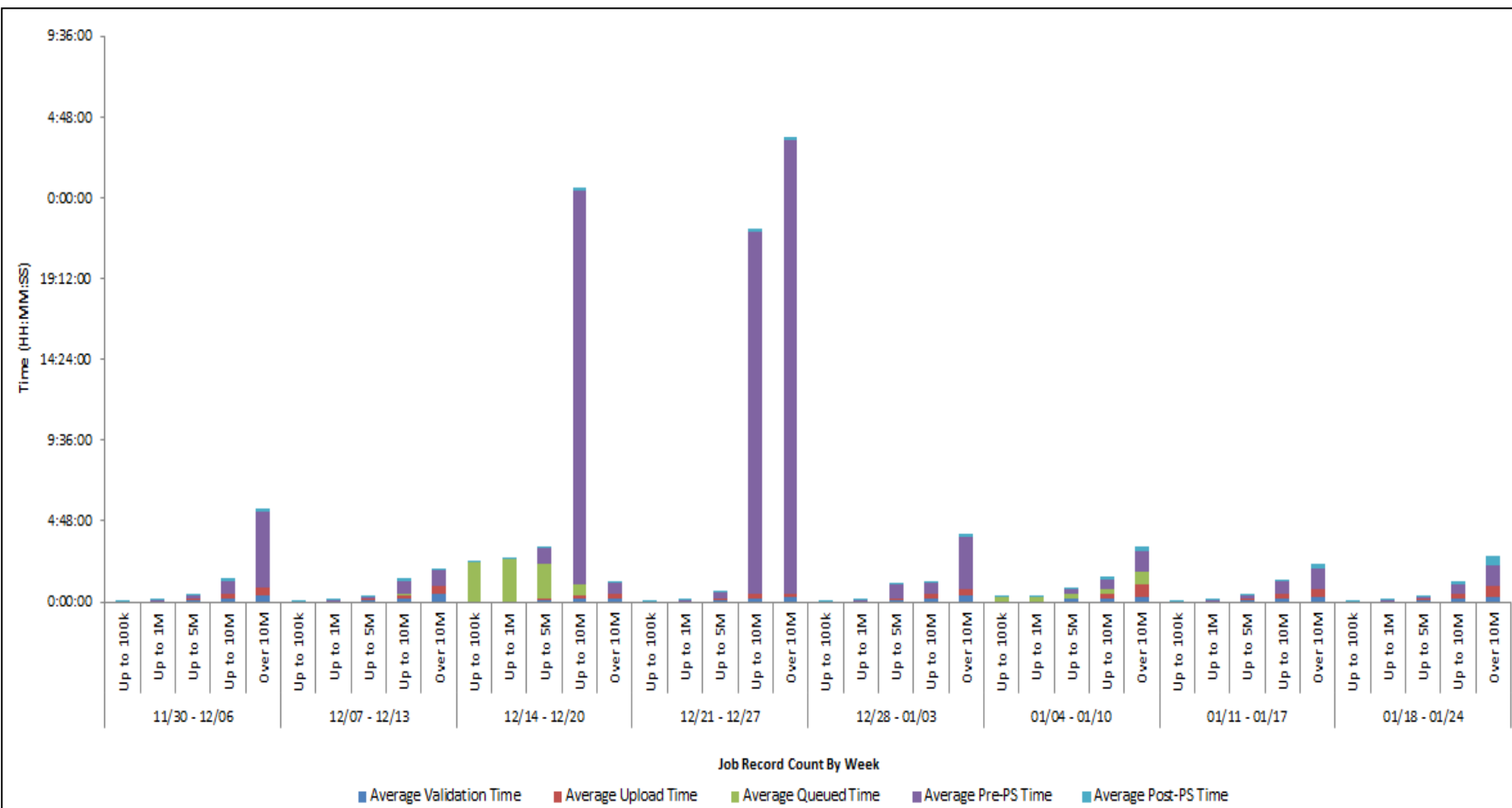
Number of Mail.dat Jobs per Processing Time Interval

Time Interval (HH:MM:SS)	Week								Total Jobs	Cumulative Percentage
	11/30 - 12/06	12/07 - 12/13	12/14 - 12/20	12/21 - 12/27	12/28 - 01/03	01/04 - 01/10	01/11 - 01/17	01/18 - 01/24		
0:00:00 to 0:04:5	51,309	47,802	44,609	34,911	41,986	50,705	51,493	48,892	371,707	84.48%
0:05:00 to 0:09:5	3,301	2,888	2,079	1,721	2,373	3,060	2,917	2,957	21,296	89.32%
0:10:00 to 0:29:5	1,692	1,693	1,744	1,313	1,599	2,644	1,495	1,525	13,705	92.43%
0:30:00 to 0:59:5	473	566	284	864	246	1,346	339	280	4,398	93.43%
1:00:00 to 1:59:5	39	214	34	7,457	23	1,927	47	33	9,774	95.66%
2:00:00 to 3:59:5	4	5	12	12,363	7	3,516	11	7	15,925	99.27%
4:00:00 to 7:59:5	0	2	16	35	23	537	1	0	614	99.41%
8:00:00 to 11:59:	0	0	1	5	1	0	0	0	7	99.42%
12:00:00 to 23:59	1	0	3	3	0	2	0	0	9	99.42%
24:00:00 +	10	0	5	2,540	2	2	2	0	2,561	100.00%
Total Jobs	56,829	53,170	48,787	61,212	46,260	63,739	56,305	53,694	439,996	100.00%
Total Records	3,034,058,508	2,832,644,630	2,854,762,917	2,427,610,552	2,529,122,215	3,212,514,773	3,043,242,058	2,961,077,856	22,895,033,509	

Number of Mail.xml PostageStatementCreateRequest messages per Processing Time Interval

Time Interval (HH:MM:SS)	Week								
	11/30 - 12/06	12/07 - 12/13	12/14 - 12/20	12/21 - 12/27	12/28 - 01/03	01/03 - 01/10	01/11 - 01/17	01/18 - 01/24	Total Jobs
0:00:00 to 0:00:29	9,089	8,439	6,069	5,916	5,346	7,286	7,234	7,172	56,551
0:00:30 to 0:00:59	390	339	369	305	269	315	440	411	2,838
0:01:00 to 0:01:29	13	8	33	50	32	64	39	30	269
0:01:30 to 0:01:59	7	4	15	23	18	44	23	19	153
0:02:00 to 0:02:29	8	11	11	15	14	29	26	23	137
0:02:30 to 0:02:59	9	7	7	17	13	15	14	12	94
0:03:00 to 0:03:29	8	5	5	11	7	12	6	10	64
0:03:30 to 0:03:59	9	4	5	6	7	6	8	5	50
0:04:00 to 0:04:29	7	9	3	0	4	4	2	3	32
0:04:30 to 0:04:59	10	6	3	3	3	4	2	5	36
0:05:00+	98	91	63	36	25	90	43	30	476
Total Jobs	9,648	8,923	6,583	6,382	5,738	7,869	7,837	7,720	60,700

Jobs Not Meeting SLA

Date	Size	SLA	Job ID	Validation	Upload	Queued	Pre-PS	Post-PS	End to End	Mailer Facility (Via CRID)
11-Jan	Up to 1M	2:00:00	QG7UEQ02	0:00:39	0:00:47	0:00:08	2:03:56	0:01:08	2:05:30	QUAD/GRAPHICS-SUSSEX
12-Jan	Over 10M	2:00:00	PDSM7715	0:10:29	1:11:56	0:00:07	1:13:10	0:33:15	2:35:42	PB PRESORT SERVICES INC- DSM
12-Jan	Over 10M	2:00:00	PPSC2307	0:40:40	0:38:21	0:00:04	1:16:41	0:16:21	2:35:46	PB PRESORT SERVICES INC - PSC
12-Jan	Over 10M	2:00:00	PRDG8744	0:13:07	0:40:10	0:00:07	1:28:39	0:24:56	2:22:03	PB PRESORT SERVICES INC - RDG
13-Jan	Up to 5M	2:00:00	00631A00	0:05:06	0:04:03	0:00:11	1:59:30	0:02:14	2:08:50	PUBLISHERS PRINTING
13-Jan	Up to 100k	2:00:00	PFC16591	0:02:18	0:00:35	24:57:38	0:00:12	0:00:01	25:00:43	PRESORT FIRST CLASS
13-Jan	Up to 5M	2:00:00	QG7VAT02	0:06:09	0:01:22	0:00:15	4:39:56	0:02:23	4:47:42	QUAD/GRAPHICS-SUSSEX
14-Jan	Over 10M	2:00:00	PPSC2309	0:34:47	0:39:28	0:00:06	1:22:41	0:19:16	2:37:02	PB PRESORT SERVICES INC - PSC
14-Jan	Up to 10M	2:00:00	QG7UYD06	0:06:56	0:03:21	0:00:09	3:05:40	0:03:34	3:16:06	QUAD/GRAPHICS-SUSSEX
15-Jan	Up to 100k	2:00:00	4JJ0XGID	0:00:06	0:00:32	96:00:02	0:00:06	0:00:01	96:00:46	YOUNGSTOWN LETTER SHOP INC
15-Jan	Over 10M	2:00:00	PDFW1224	0:09:52	0:25:29	0:00:08	1:32:02	0:35:49	2:07:31	PB PRESORT SERVICES INC - DFW
15-Jan	Over 10M	2:00:00	PIND2044	0:07:46	0:31:09	0:00:11	1:39:10	0:20:32	2:18:16	PB PRESORT SERVICES INC - IND
15-Jan	Over 10M	2:00:00	PRDG8754	0:10:07	0:33:54	0:00:04	1:22:24	0:19:51	2:06:29	PB PRESORT SERVICES INC - RDG

Jobs Not Meeting SLA

Date	Size	SLA	Job ID	Validation	Upload	Queued	Pre-PS	Post-PS	End to End	Mailer Facility (Via CRID)
15-Jan	Up to 5M	2:00:00	QG7WER01	0:07:39	0:01:25	0:00:05	2:28:08	0:00:01	2:37:17	QUAD/GRAPHICS-SUSSEX
19-Jan	Over 10M	2:00:00	PDFW1242	0:16:48	1:53:36	0:00:04	1:50:46	1:15:36	2:07:42	PB PRESORT SERVICES INC - DFW
19-Jan	Over 10M	2:00:00	PDSM7735	0:12:22	1:12:06	0:00:05	1:25:58	0:31:22	2:50:31	PB PRESORT SERVICES INC- DSM
19-Jan	Over 10M	2:00:00	PPSC2313	0:29:01	0:31:22	0:00:08	1:00:26	0:13:03	2:00:57	PB PRESORT SERVICES INC - PSC
19-Jan	Over 10M	2:00:00	PRDG8762	0:11:27	0:36:13	0:00:09	1:21:10	0:26:49	2:08:59	PB PRESORT SERVICES INC - RDG
20-Jan	Over 10M	2:00:00	QG7VR602	0:08:01	0:07:47	0:00:12	1:55:08	0:08:28	2:11:08	QUAD/GRAPHICS-SUSSEX
22-Jan	Up to 100k	2:00:00	25188V1D	0:00:25	0:00:31	2:05:49	0:00:34	0:00:11	2:07:19	DATA-MAIL
23-Jan	Over 10M	2:00:00	PDFW1268	0:12:07	0:26:08	0:00:13	1:31:25	0:39:04	2:09:53	PB PRESORT SERVICES INC - DFW